

After Hours Quarterly Support Summary

For Period January 01, 2006 to March 31, 2006

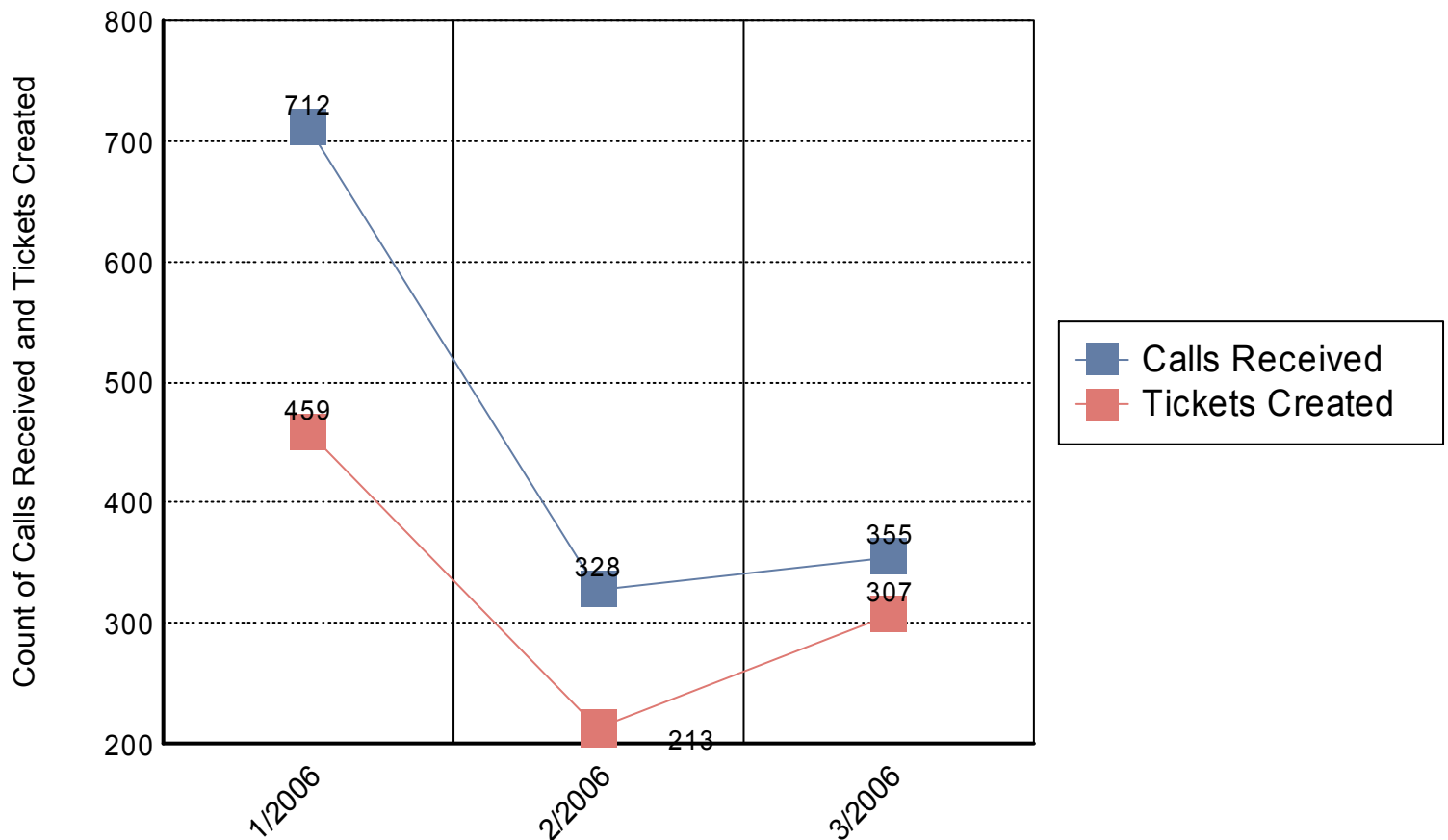
Snapshot Date: 5/1/2006

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

Total Calls: 1,395

Total Tickets: 979

Calls Received and Tickets Created By Month



NOTE: Occasionally, a phone call does not produce a Remedy ticket (e.g. due to status callback, wrong number, etc.). This explains discrepancies in the calls versus the total number of tickets.

After Hours Monthly Support Summary

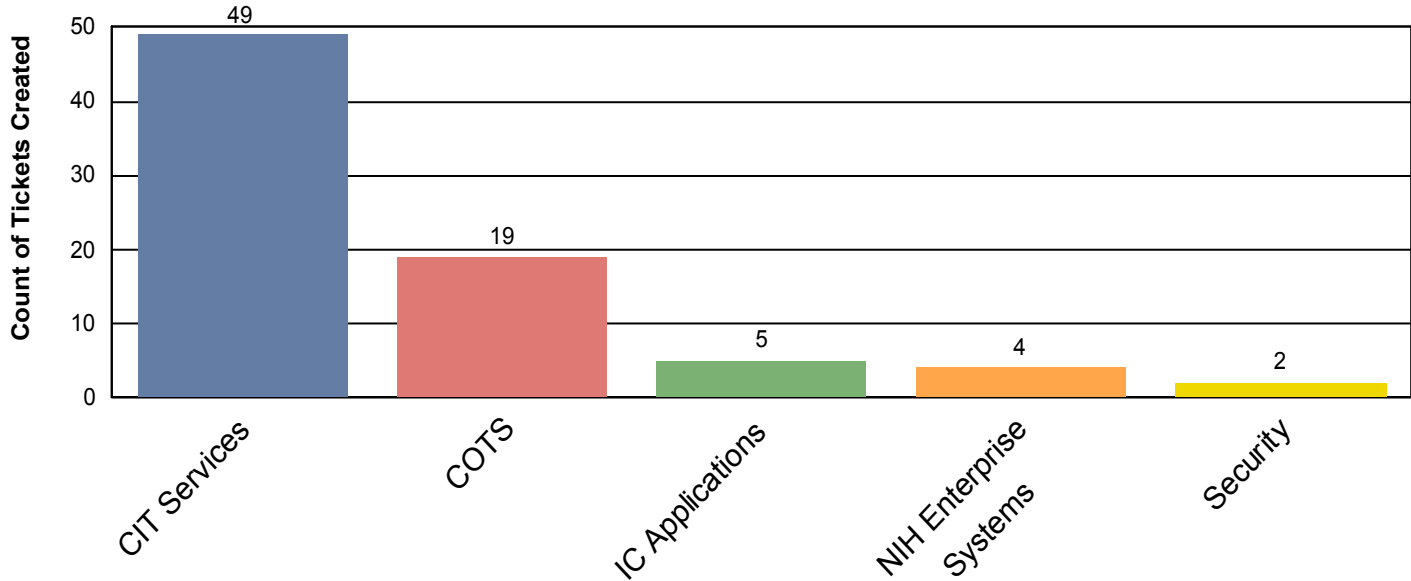
For Period January 01, 2006 to March 31, 2006

For Month of: 1/2006

Calls Received: 712

Tickets Created: 459

Tickets Created By Category Summary

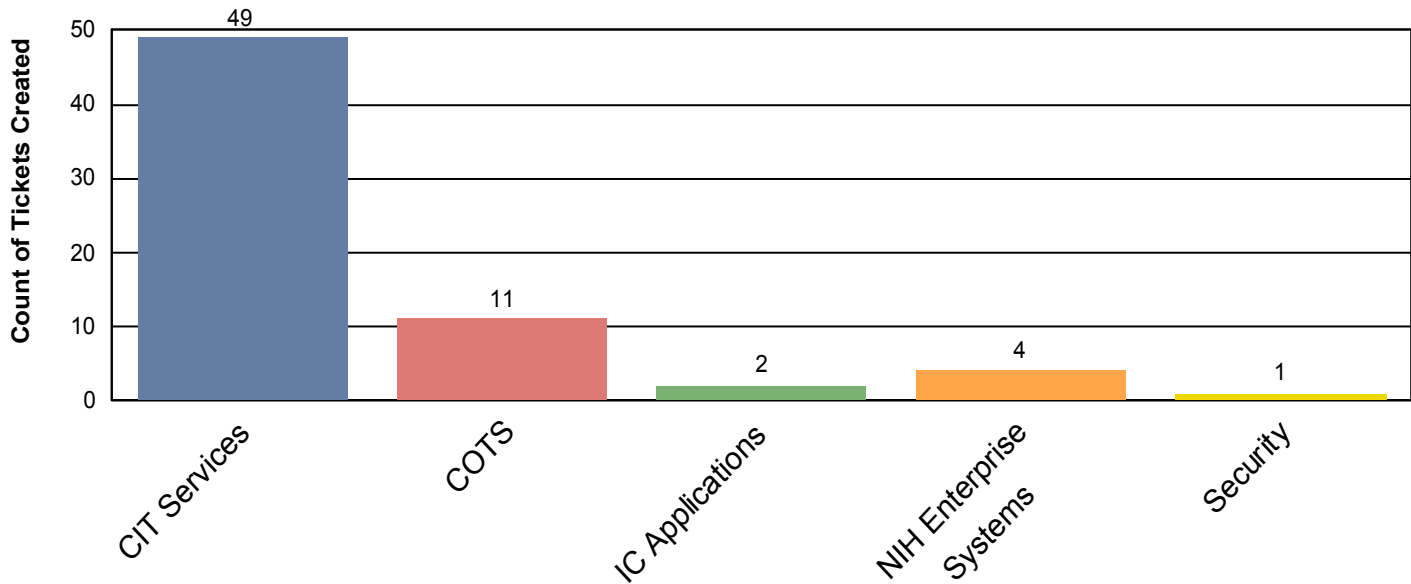


For Month of: 2/2006

Calls Received: 328

Tickets Created: 213

Tickets Created By Category Summary



After Hours Monthly Support Summary

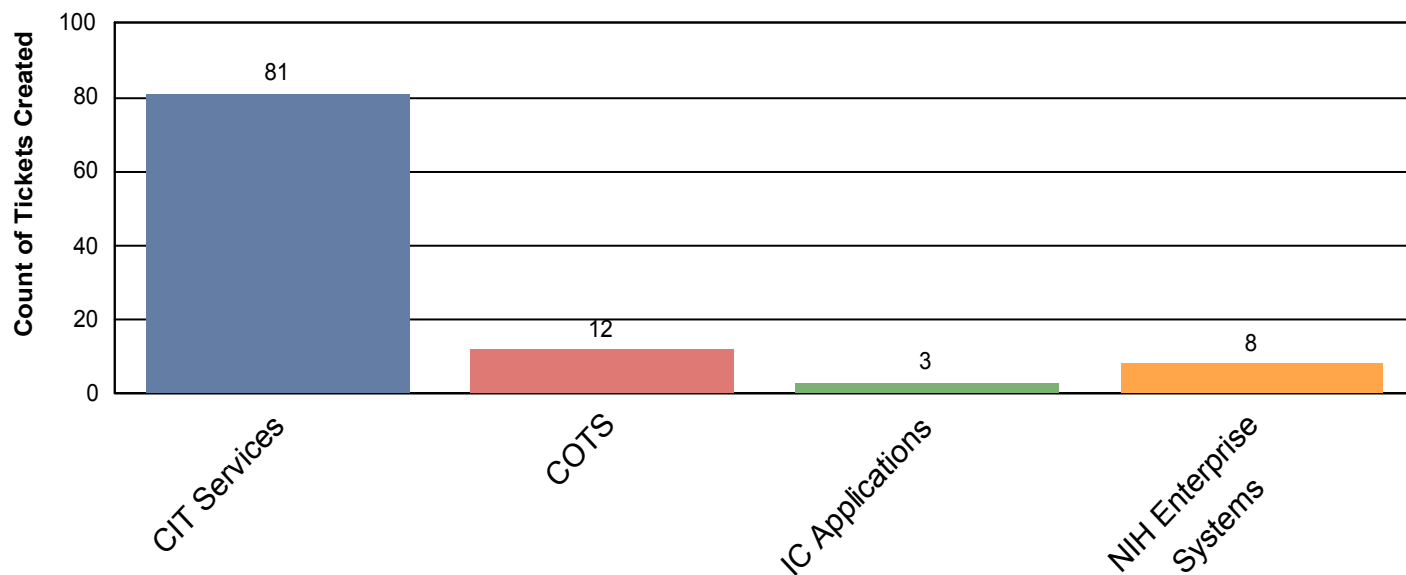
For Period January 01, 2006 to March 31, 2006

For Month of: 3/2006

Calls Received: 355

Tickets Created: 307

Tickets Created By Category Summary



Grand Total:

Calls Received: 1,395

Tickets Created: 979